Lister House Surgery

Statement of purpose

Improving the health and quality of life for all individuals in the communities we serve, delivering an invaluable service to our clients and patients, providing a positive and safe experience for all our patient care.

This Statement is in accordance with Regulation 12 and Schedule 3 of the Care Quality Commission registration provider number 1-199718358 Regulations 2009 This Statement is available for inspection by every patient and any person acting on behalf of a patient. Lister House Surgery is regulated and inspected by The Care Quality Commission, Finsbury Tower, 103 - 105 Bunhill Row, London, EC1Y 8TG.

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1. Aims and Objectives

1.1 Welcome by the Lister House Surgery

Dear interested party,

This document is designed to provide you with essential information about Lister House Surgery, our services, our aims, and the arrangements we have put in place to ensure that our patients receive the highest level of care at all times.

As an independent healthcare provider we are committed to working with the Care Quality Commission, Luton Clinical Commissioning Group, NHS England and other stakeholders to enhance and improve the quality of all our services, and to improve the patient journey.

The services we offer also vary and are tailored to the needs of the patients in the area. Regardless of location we are committed to achieving the best health outcomes for local people by providing exceptional healthcare in the communities in which we serve.

Putting patients first is at the heart of everything we do, and therefore we encourage patients to ask any member of the team for assistance should they require support or advice during their visit. The multi-disciplinary teams in our centre operate within their respective professional codes of practice, which are underpinned by our own internal regulations and compliance metrics to ensure we deliver service excellence.

Should you wish to provide us with any feedback, comments or commendations during your visit please do not hesitate to contact a member of our team.

Partners,

Dr Andrew Ihonor (Senior Partner-Male) MBBS FRCOG FWACS FMCOG -- GMC number- 4136695
Dr Akin Osho (Partner-Male) MBBS Lagos 1995 -- GMC number- 5203207
Dr Ade Adesiyan (Partner-Male) MBBS Jos 1989 -- GMC number- 6106755

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1.2 Aims and Objectives

- Ensure patients receive responsive, safe, accessible, quality services.
- Ensure a highly skilled; passionate and dedicated team of caring professionals delivers care.
- Reducing the burden of disease through pro-active health promotion
- Creating effective partnerships to provide safe services, optimise care and improve health outcomes
- Reduce health inequalities
- Deliver value for money, efficient and effective services
- Our employees will always behave in a professional, open and approachable manner at all times and in line with their respective codes of practice.
- By gaining patient feedback and combining with our expertise and knowledge, we are able to put our patients at the heart of everything we do.
- We are committed as a service to developing innovative ways to improve the way in which we service our patients.

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1.3 Patient Focused Care

Lister House Surgery services a range of people including older people, younger adults and children. Our practice is supported by a dedicated team with the experience and expertise to deal with populations who have a diverse range of cultures and religions, and work with the local communities to understand their needs.

Our services are tailored to the local population and the surgery works with commissioners to ensure the services we offer are of the highest possible standard.
Lister House Surgery adopts a number of methodologies for gaining patient involvement, inclusion and feedback. These include the following:

Suggestions Box	**Available within Lister House Surgery**
Complaints, comments and feedback forms	These leaflets are available at the waiting area.
Friends and Family Tests **In-House Patient Survey**	Are provided to patients following certain consultations carried out at the practice.
Patient Participation Group (PPG)	Includes a group of patients who are registered at Lister House Surgery. The PPG has direct input into the way the practice develop their services.
NHS Choices	Patients are encouraged to leave feedback on the NHS choices website on their experience at Lister House Surgery.
Randomised interviews during inspection visits (provider visits)	Consent allowing, patients are asked by regulatory bodies to provide feedback on the practice in relation to the level of care they have received, information provided, and for any suggestions for improvement.
GP Patient Survey	The GP Patient Survey run by NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice

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1.4 Statement on respecting people who use services

Lister House Surgery engages patients in the design and development of the service and ensures that the services continue to be appropriate and responsive by involving patients during the delivery of the service.

We work closely with local communities and patients already using the service to understand their needs and how best to deliver the most appropriate services to meet those needs. We collect and analyse data on patients and service users to inform us as to who uses the service and which groups are not accessing the service.

We ensure the service is provided for patients who have additional communication or cultural consideration and is continually reviewed and developed. This ongoing process of review includes patients who use the service to ensure that we meet their needs and remain responsive to changes in the local population.

Ongoing patient engagement is achieved through the annual patient surveys and patient participation group. These surveys provide information on how patients value all aspects of the service and what their expectations are.

We will look to involve patients as they use the service, place information notices in the waiting areas and utilise the reception staff to encourage patients to join our Patient Participation Group. It is a useful way of measuring the impact of changes, to improve specific service areas, and allows us to evaluate and continually improve patient satisfaction rates.

We provide information to all patients on services and planned changes in a range of ways including via patient leaflets, patient participation group and our website.

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1.5 Statement on Equality, Diversity and Human Rights [EDHR]

We are committed to contributing to a fairer society by promoting equality and good relations for patients, carers, patients' representatives, members of the public, partner organisations, staff and job applicants. As part of our commitment to being a responsible employer we will make sure our workforce has the awareness and ability to meet the different needs of Luton's diverse population

We are committed to:

- getting rid of unlawful discrimination, harassment and victimisation, and any other behaviour that is not allowed under the Equality Act 2010;
- promoting equality between people who share a relevant characteristic and those who do not share it;
- treating people fairly, with respect and dignity, and as individuals

Equality is about creating a fairer society where everyone can take part and have the opportunity to fulfil their potential.

Diversity is about recognising and valuing people's differences for the benefit of patients, carers, patients' representatives, members of the public, partner organisations, staff and job applicants.

Human rights is about making sure patients and staff are safe in healthcare settings, have their privacy protected, and are treated fairly, with dignity and respect.

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2. Service Provision

2.1 Services

Lister House Surgery is a registered provider with the Care Quality Commission in accordance with the 2008 Act.

Regulated activities carried out at Lister House Surgery
1. DIAGNOSTIC AND SCREENING PROCEDURES
2. TREATMENT OF DISEASE, DISORDER OR INJURY
3. FAMILY PLANNING SERVICES

Service Provider:

Lister House Surgery - Site details:

Name	Lister House Surgery
Address line 1	473 Dunstable Road
Town/city	Luton
County	Bedfordshire
Post code	LU4 8DG
Email	l.house@nhs.net
Main telephone No	01582 578989
Fax.	01582 582074
CQC Service provider ID:	1-199718358

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3. Registered Manager

3.1 Registered Provider

Name	Lister House Surgery
Address line 1	473 Dunstable Road
Town/city	Luton
County	Bedfordshire
Post code	LU4 8DG
Email	l.house@nhs.net
Main telephone No	01582 578989
Fax.	01582 582074
CQC Service provider ID:	1-199718358

3.2 Registered Manager

Nominated Individual:	Dr Andrew Ihonor
Email	a.ihonor@nhs.net
Surgery Email	l.house@nhs.net
Main telephone No	01582 578989
Fax.	01582 582074
CQC Service provider ID	1-199718358
CQC Location ID	1-1075090503

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4. Lister House Surgery Structure

4.1 Our Structure

Lister House Surgery operates within a circular practice structure. The surgery team works closely with the GP partners to shape the strategy, direction and governance of the practice.

5. Our Values

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Our Values support our Vision, Shape our Culture and reflect what we value the most. We use these as our identity in the services we deliver to our patients

QUALITY CARE

We have a single common definition of high quality care; it is Safe, Effective and a positive Patient Experience delivered by our team

PATIENT SAFETY

Our approach to patient care encompasses our commitment to safety, effectiveness, patient focused, efficiency and equity

PATIENT SATISFACTION

To ensure patient satisfaction we will deliver the right care, keep our patients safe, listen to our patients & provide equitable care

5.1 Our Mission Statement

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To deliver high quality and effective health care to ALL of our patients, tailored and responsive to the needs of the local population. We aim to treat our patients with dignity and respect

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5.2 Our Five-Year Strategy

Over the next 5 years Lister House Surgery aims to become part of a community-led, multidisciplinary, flexible, integrated team with an appropriate mix of skills and roles. This will mean working in federated organisations, with interconnected clusters of practices and other care providers, spanning primary, secondary and social care.

We plan to deliver care in a more integrated and coordinated manner to include a range of community-based professionals. To achieve this, we will need an expanded, skilled, resilient and adaptable general practice workforce.

Throughout 2020/21 our goal is to be key members of the Luton clinical commissioning group enabling us to; protect core GP services, provide more complex patient care in the community, combine 'back-office' functions, share organisational learning and co-develop clinical services.

NHS Luton Clinical Commissioning Group

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